

I called to order a toll free service for our home based business, and we were just having the toll free number ring to our house phone. The rep told me of the monthly fee, but said he would waive it for the first 2 months. I then confirmed while being recorded that I knew what the fee would be. He never mentioned on the recording that he waived the first 2 month's fee or any rates. Since there were no rates discussed, I assumed the rates that would apply were what was already established on my home phone. At the time it was 7 cents a minute anytime.

I then received my first bill. It had the monthly fee on it, and each call was 28 cents a minute. They also switched my direct home long distance plan to this 28 cents a minute. I was now paying 4 times as much as before!!

I went through the bill, and saw there were also surcharges for people using a payphone to call us. Although this was not explained, I could see that this was a valid charge. I then complained with their online system (I still have the confirmation email), and canceled the service. I did pay the bill at the 7 cents a minute I thought I had agreed to plus the surcharges and all taxes. I did this for the last statement as well.

I then received a letter from them stating that I had to pay the balance or send a letter in writing within 30 days to their office or they would send me to a collection agency. I sent them the letter stating the facts of the rates, and that I would file a formal complaint against them. Just today received a notice from the collection agency, and I don't believe it has even been 30 days yet!

I also have to write the collection agency to let them know I am disputing these charges and why.